
SYSTEM OPERATIONS & FIELD SERVICE SUPERINTENDENT

DEFINITION

Under general direction, manages, coordinates, plans, organizes, reviews system operations, dispatch, and field service activities and functions. Performs other related work as required.

EXAMPLES OF DUTIES

1. Develops and implements comprehensive system operations, dispatch and field service programs.
2. Plans, organizes, and supervises the work of several functional groups engaged in the operation of electrical transmission and distribution systems.
3. Schedules, assigns and supervises the work of all system operations, dispatch and field service personnel to maintain appropriate staffing levels; monitors workloads, assigned projects and the quality of work output.
4. Ensures the continuous safe and timely response to electric system emergencies by dispatch, system operations and field service personnel.
5. Reviews work progress of subordinate supervisors and lead workers.
6. Coordinates system operations, dispatch and field services with other divisions, departments, citizens, and outside agencies.
7. Confers with and advises staff on policies, procedures, problems, priorities, and methods.
8. Monitors and ensures NERC cyber security compliance and takes pro-active action to address cyber security issues.
9. Ensures effective operation of electrical transmission and distribution systems using Supervisory Control and Data Acquisition system (SCADA), meters and other equipment.
10. Monitors and supervises radio, telephone and SCADA system operations.
11. Develops and implements, when approved, plans to acquire and integrate technological solutions that enhance safe and reliable power delivery.
12. May coordinate switching activities on the transmission and distribution systems with personnel, customers and power suppliers.
13. Supervises the planning and implementation of switching orders to provide clearances for dispatch operations and field personnel.
14. Maintains logs and reporting functions involved in the transmission and distribution systems and customer assistance information, such as outage reports, system abnormal reports, and call center activity report.
15. Maintains a balanced and reasonably loaded system; Investigates abnormal system operations.
16. Reviews and revises system operations and procedures manuals; monitors procedures compliance.
17. Participates in and prepares various studies and reports.
18. Conducts investigations of system problems, outages and makes recommendations for corrective action.
19. Reviews construction drawings and coordinates related work and materials.
20. Schedules and oversees work of contractors.
21. Establishes work schedules and provides project status reports.
22. Supervises, trains, and evaluates dispatch, systems operation and field service staff.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school supplemented by classes in advanced electrical theory and mathematical theory as applied to electric utilities.

Experience: Five years of progressively responsible supervisory experience in the operation of an electric transmission and distribution system including switching, load tap changing transformers, high voltage breakers, control boards, switchgear, and SCADA systems.

Knowledge

Knowledge of the principles and practices of electrical theory; electric utility operations and equipment; electrical transmission and distribution; power scheduling practices; SCADA system operations; supervising electric system operations, dispatchers and field service personnel; and safe work practices and procedures. Knowledge of journey level work in electrical transmission and distribution systems; materials, equipment, tools and methods used in electrical construction, installation and maintenance; State of California General Orders 95, 128, and 165; Electrical Safety Orders is highly desirable..

Ability

Ability to effectively and efficiently manage, plan, direct staff, and oversee the activities of a 24-hour operation of electrical transmission and distribution systems; plan, administer and evaluate work programs and schedules; draw valid conclusions and project consequences of decisions and recommendations; interpret and apply established procedural and safety requirements; read and interpret electrical transmission and distribution maps and drawings; interpret and apply relevant local, state, and federal laws and regulations; interpret and apply complex governmental regulations; track project budgets; establish and maintain accurate records; prepare reports; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish and maintain effective working relationships with employees, contractors, and the general public and supervise, train and evaluate assigned staff.

Special Requirements

As a critical member of the Emergency Management Organization, respond to after-hours emergency management responsibilities and calls as required, including technical advisor on-call duties.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.